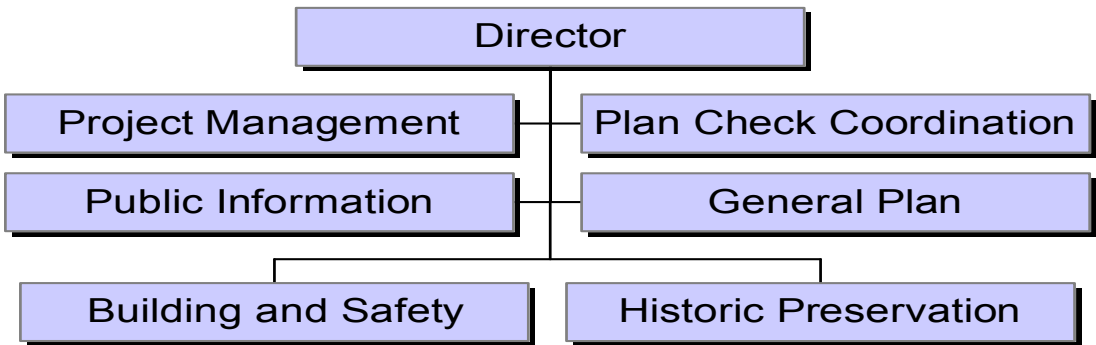


Planning



**Description of the Service**

The Planning Department’s activities are guided by state laws and such documents as the General Plan, Zoning Code, Subdivision Ordinance, Cultural Preservation Ordinance, specific plans, community plans and environmental impact documents. The Planning Department is responsible for the preparation and administration of these documents.

The Department uses these documents along with its professional planning experience to advise the City’s decision makers on such matters as General Plan amendments, annexations, rezonings, variances, conditional use permits, planned residential development permits, land divisions, design review cases, ordinance amendments, and historic preservation matters.

Boards and commissions supported by the Planning Department include the Planning Commission, Cultural Heritage Board, and several ad hoc planning committees.

The Planning Department coordinates and monitors the entire city plan check process. It is also responsible for the administration of the building, electrical, housing, and plumbing codes, including the issuance of permits and field inspections of construction work for compliance with applicable codes.

## Planning

### Mission Statement

The mission of the Planning and Building Department is to protect and enhance the City of Riverside's natural and manmade environment, its economic base and its neighborhoods by providing our customers with timely and accurate planning and building services.

### Strategic Plan Priorities Addressed

- Preserve and Improve Quality of Life
- Beautify the City
- Reduce Transportation Congestion and Improve Traffic Flow

### Major 2004/05 Priorities

- Update the General Plan, Zoning Code, Subdivision Ordinance, and Design Guidelines
- Continue to improve development review and plan check processes through integration with state-of-the-art automated permit tracking system.
- Continue implementation of Imaging-Technology Project.
- Process annexation requests and coordinate with the County and other agencies on projects within our sphere of influence.
- Continue implementation of Customer Service Action Plan

## Programs and Program Goals

### FY 2004/05

**General Plan:** To help citizens and decision makers formulate and implement the City's vision for a balanced, natural, cultural, and built environment through the development and maintenance of the General Plan.

**Project Management:** To provide guidance and direction in the review of development proposals to assure conformance with the General Plan and Zoning Code.

**Plan Check Coordination:** To coordinate the timely processing of building plans throughout city government and assure conformance with its plans, codes, and review processes for the health, safety and general welfare of the public.

**Public Information:** To provide accurate, timely, and customer oriented assistance to the public regarding the City's planning related plans, ordinances, and procedures to help them achieve their development goals within the framework of the City's vision.

**Historic Preservation:** To document and preserve the City's prehistoric, historic, and cultural resources.

**Building and Safety/Plan Check:** To conduct timely reviews of building plans to assure conformance with applicable plans and codes to provide for the health, safety and general welfare of the public.

**Building and Safety/Building Inspection:** To provide timely inspections of construction activities for builders and consumers in order that they may be assured that the built environment meets established standards and that construction progress is not unnecessarily hampered.

**Building and Safety/Building Permit Issuance:** To issue and archive building permits and provide permit related information to the general public in order that they may receive building permits and information in a timely manner and be assured that the records of their construction project will be properly archived.

## Planning

### Performance Measures

	Actual	Estimated	Target
	2002/03	2003/04	2004/05
% of cases processed within designated timeframes	N/A	N/A	90%
% of customers surveyed who rate services overall as "excellent"	100%	85%	90%
% of counter calls handled with wait time <15 minutes	97%	95%	98%
% of telephone calls returned within 24 hours	55%	95%	90%
% of building inspections conducted on same day scheduled	100%	100%	100%
% of over-the-counter permit applications approved or denied the same day received	100%	100%	95%
% of Board and Commission members surveyed to determine quality of service	N/A	80%	100%
% of General Plan update scheduled milestones completed on time	100%	100%	100%
% of Customer Service Action Plan objectives implemented as scheduled	N/A	N/A	90%

### Recent Accomplishments

- Continued implementation of customer service improvements for processing plans, issuing permits, and completing inspections.
- Completed development of Customer Service Action Plan and began implementation.
- Implemented Phase II of Citywide Permits Plus system to track permit approvals across departments.
- Continued development of General Plan update.
- Continued to enhance Department website for improved functionality.
- Streamlined case review through integration of design review with Planning Commission review and other amendments.
- Restructured Public Information Division to provide more timely telephone response and to increase counter resources during peak hours.
- Implemented "Let us Make it up to You" program in the Building Division to make up for time delays that would negatively impact the customer's plan check turn around time.
- Implemented optional "After Hours Services" which allows the customer to buy expedited service.
- Implemented Reroof Contractor Inspection and Self-Certification program providing greater flexibility for the contractor and simplifying the logistics of a reroof project.
- Completed comprehensive update of the Sign Code.
- Recipient of State Comprehensive Planning Award for the Downtown Specific Plan.
- CALBO Building Department of the Year.

## Planning

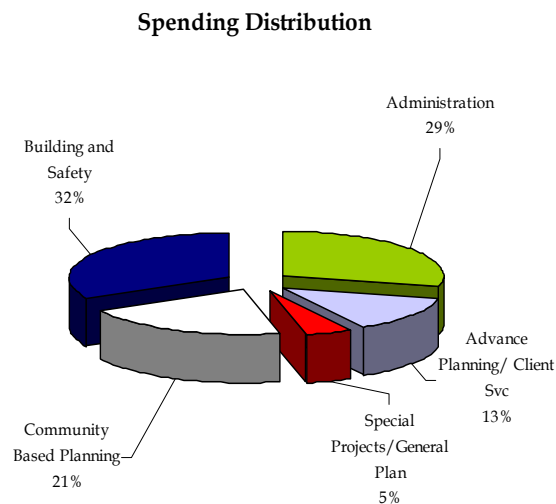
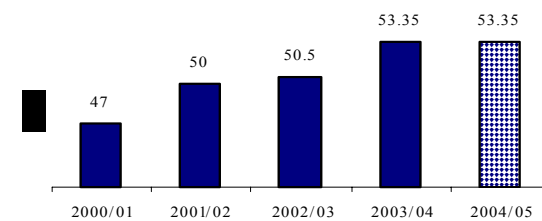
**Department Summary**

<b>Budget Summary</b>	<b>Actual 2002/03</b>	<b>Budget 2003/04</b>	<b>Proposed 2004/05</b>	<b>Change</b>
Personnel Services	3,891,275	4,237,761	4,188,628	-1.2%
Non-Personnel	538,450	375,383	520,507	38.7%
Special Projects	171,549	0	0	---
Equipment Outlay	26,077	0	0	---
<i>Direct Operating</i>	<u>4,627,351</u>	<u>4,613,144</u>	<u>4,709,135</u>	<u>2.1%</u>
Debt Service	0	0	0	---
Capital Outlay	29,139	0	0	---
Charge From Others	<u>1,475,014</u>	<u>1,962,820</u>	<u>1,785,280</u>	<u>-9.0%</u>
<i>Gross Budget</i>	<u>6,131,504</u>	<u>6,575,964</u>	<u>6,494,415</u>	<u>-1.2%</u>
Charge To Others	<u>(63,327)</u>	<u>(219,078)</u>	<u>(209,667)</u>	<u>-4.3%</u>
<b>Net Budget</b>	<u>6,068,177</u>	<u>6,356,886</u>	<u>6,284,748</u>	<u>-1.1%</u>

**Expenditure Summary (Net Budget)**

Administration	1,774,624	1,517,454	1,817,250	19.8%
Advance Planning / Client Services	1,108,064	1,297,239	800,855	-38.3%
Special Projects/General Plan	142,164	217,952	293,023	34.4%
Community Based Planning	1,168,047	1,435,594	1,335,099	-7.0%
Building and Safety	1,809,767	1,888,647	2,038,521	7.9%
Historic Preservation Grant	24,194	0	0	---
<b>Expenditure Total</b>	<u>6,026,860</u>	<u>6,356,886</u>	<u>6,284,748</u>	<u>-1.1%</u>

<b>Personnel Summary</b>	50.50	53.35	53.35	0.00
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**Program Summary****Personnel Summary****Historical Budget Expenditures**